



Australian Government

BSB20120 Certificate II in Workplace Skills

Release 2

BSB20120 Certificate II in Workplace Skills

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Qualification Description

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles.

This qualification also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

Nil

Packaging Rules

Total number of units = 10

5 core units plus

5 elective units, of which:

- 1 elective unit must be selected from Group A
- 1 elective unit must be selected from Group B
- for the remaining 3 elective units:
 - up to 3 units may be selected from Groups A, B and C
 - if not listed, up to 2 units may be selected from a Certificate I, Certificate II or Certificate III from this or any other currently endorsed Training Package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core units

BSBCMM211 Apply communication skills

BSBOPS201 Work effectively in business environments

BSBPEF202 Plan and apply time management

BSBSUS211 Participate in sustainable work practices

BSBWHS211 Contribute to the health and safety of self and others

Elective units

Group A – Self-Management

BSBCRT201 Develop and apply thinking and problem solving skills

BSBPEF201 Support personal wellbeing in the workplace

BSBPEF302 Develop self-awareness

Group B - Technology

BSBDAT201 Collect and record data

BSBFIN301 Process financial transactions

BSBOPS306 Record stakeholder interactions

BSBTEC101 Operate digital devices

BSBTEC201 Use business software applications

BSBTEC202 Use digital technologies to communicate in a work environment

BSBTEC203 Research using the internet

Group C – Working with Others

BSBOPS202 Engage with customers

BSBOPS203 Deliver a service to customers

BSBPEF101 Plan and prepare for work readiness

BSBTWK201 Work effectively with others

SIRXCEG002 Assist with customer difficulties

SIRXPDK001 Advise on products and services

Qualification Mapping Information

No equivalent qualification. Supersedes but is not equivalent to:

- BSB20115 Certificate II in Business
- BSB20215 Certificate II in Customer Engagement.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>